

09/21/99



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Approved for use through 09/30/00. OMB 0651-0032

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UTILITY PATENT APPLICATION TRANSMITTAL <small>(Only for new nonprovisional applications under 37 CFR 1.53(b))</small>		Attorney Docket No.	37770	Total Pages	184
		First Named Inventor or Application Identifier			
		John C. Mears et al.			
		Express Mail Label No.			

APPLICATION ELEMENTS <small>See MPEP chapter 600 concerning utility patent application contents</small> <div style="display: flex; justify-content: space-between;"><div style="width: 45%;"><p>1. <input checked="" type="checkbox"/> Fee Transmittal Form <small>(Submit an original, and a duplicate for fee processing)</small></p><p>2. <input checked="" type="checkbox"/> Specification [Total Pages 124] <small>(preferred arrangement set forth below)</small></p><ul style="list-style-type: none">- Descriptive title of the Invention- Cross References to Related Applications- Statement Regarding Fed sponsored R & D- Reference to Microfiche Appendix- Background of the Invention- Brief Summary of the Invention- Brief Description of the Drawings (if filed)- Detailed Description- Claim(s)- Abstract of the Disclosure<p>3. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total Sheets 58]</p><p>4. Oath or Declaration [Total Pages]</p><div style="margin-left: 20px;"><p>a. <input type="checkbox"/> Newly executed (original or copy)</p><p>b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d))</p><p style="margin-left: 40px;"><small>(for continuation/divisional with Box 17 completed) [Note Box 5 below]</small></p><p>i. <input type="checkbox"/> DELETION OF INVENTOR(S) <small>Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).</small></p></div><p>5. <input type="checkbox"/> Incorporation By Reference (useable if Box 4b is checked) <small>The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.</small></p></div><div style="width: 45%;"><p>6. <input type="checkbox"/> Microfiche Computer Program (Appendix)</p><p>7. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)</p><div style="margin-left: 20px;"><p>a. <input type="checkbox"/> Computer Readable Copy</p><p>b. <input type="checkbox"/> Paper Copy (identical to computer copy)</p><p>c. <input type="checkbox"/> Statement verifying identity of above copies</p></div></div></div>		ADDRESS TO: Assistant Commissioner for Patents Box Patent Application Washington, DC 20231	
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ACCOMPANYING APPLICATION PARTS																																	
<p>8. <input type="checkbox"/> Assignment Papers (cover sheet & document(s)) <small>(Copy from Parent Appln.)</small></p> <p>9. <input type="checkbox"/> 37 CFR 3.73(b) Statement <input type="checkbox"/> Power of Attorney <small>(when there is an assignee)</small></p> <p>10. <input type="checkbox"/> English Translation Document (if applicable)</p> <p>11. <input type="checkbox"/> Information Disclosure Statement (IDS)/PTO-1449 <input type="checkbox"/> Copies of Citations</p> <p>12. <input type="checkbox"/> Preliminary Amendment</p> <p>13. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <small>(Should be specifically itemized)</small></p> <p>14. <input type="checkbox"/> Small Entity Statement <input type="checkbox"/> Statement filed in prior application, Status still proper and desired</p> <p>15. <input type="checkbox"/> Certified Copy of Priority Document(s) <small>(if foreign priority is claimed)</small></p> <p>16. <input type="checkbox"/> Other:</p>	<p>17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:</p> <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP)</div><div>of prior application No: _____</div></div> <p style="text-align: center;">18. CORRESPONDENCE ADDRESS</p> <div style="display: flex; justify-content: space-between; align-items: center;"><div><input type="checkbox"/> Customer Number or Bar Code Label</div><div style="border: 1px solid black; width: 200px; height: 40px; background-color: black;"></div><div><input checked="" type="checkbox"/> Correspondence address below</div></div> <p style="text-align: center; font-size: small;">(Insert Customer No. or Attach bar code label here)</p> <table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 20%;">NAME</td><td colspan="3">Joseph J. Buczynski</td></tr><tr><td></td><td colspan="3">Roylance, Abrams, Berdo & Goodman, L.L.P.</td></tr><tr><td>ADDRESS</td><td colspan="3">1225 Connecticut Avenue, N.W.</td></tr><tr><td></td><td colspan="3">Suite 315</td></tr><tr><td>CITY</td><td>Washington</td><td>STATE</td><td>D.C.</td></tr><tr><td>COUNTRY</td><td>United States</td><td>TELEPHONE</td><td>(202) 659-9076</td></tr><tr><td></td><td></td><td>ZIP CODE</td><td>20036-2680</td></tr><tr><td></td><td></td><td>FAX</td><td>(202) 659-9344</td></tr></table>	NAME	Joseph J. Buczynski				Roylance, Abrams, Berdo & Goodman, L.L.P.			ADDRESS	1225 Connecticut Avenue, N.W.				Suite 315			CITY	Washington	STATE	D.C.	COUNTRY	United States	TELEPHONE	(202) 659-9076			ZIP CODE	20036-2680			FAX	(202) 659-9344
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FEE TRANSMITTAL FORM

Attorney Docket No.: 37770

ASSISTANT COMMISSIONER OF PATENTS
BOX: PATENT APPLICATION
Washington, D.C. 20231

Transmitted herewith for filing is the patent application of

Inventor: John C. Mears, 14736 Braemar Crescent Way, Gaithersburg, MD 20878;
Gary E. Korzeniowski, 6024 Douglas Ave., New Market, MD 21774;
William R. Lewis, Jr., 8302 Elko Drive, Ellicott City, MD 21043; and
Ly K. Peang-Meth, 12 Graceland Street, Gaithersburg, MD 20878

For: A CONTACT CENTER SYSTEM CAPABLE OF HANDLING MULTIPLE MEDIA
TYPES OF CONTACTS AND METHOD FOR USING THE SAME

The filing fee has been calculated as follows:



(Col. 1)		(Col. 2)		SMALL ENTITY		OR	OTHER THAN A SMALL ENTITY	
FOR:	NO. FILED		NO. EXTRA	RATE	FEE		RATE	FEE
BASIC FEE					\$380.00	OR		\$760.00
TOTAL	24	- 20=	4	x 9 =	\$		4 x 18 =	\$72.00
INDEP	3	- 3=	0	x 39 =	\$		x 78 =	\$
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIMS				+ 130 =	\$		+ 260 =	\$
If the difference in Col. 1 is less than zero, enter "0" in Col. 2				TOTAL	\$		TOTAL	\$832.00

- ☐ This application is being filed without oath or declaration and without the filing fee pursuant to 37 C.F.R. §1.53(f).
- ☒ Applicant wishes to defer the filing fee of the application in accordance with 37 C.F.R. § 1.53(f).
- ☐ A check in the amount of \$ to cover the above calculated filing fee and ☐ \$40.00 to cover the Assignment recording fee is enclosed.
- ☐ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 18-2220. A duplicate copy of this sheet is attached.
- ☐ Any additional excess claim fees under 37 CFR 1.16.
- ☐ Any additional patent application processing fees under 37 CFR 1.17.

Dated: September 21, 1999

Joseph J. Buczynski
Attorney of Record
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